



The interview

- Make sure your mobile phone is switched off.
- Check your shirt / tie or blouse in a reflection before you get to the interview location.
- Make sure you have fresh breath – avoid smoking, and if necessary use a breath freshener if you have smoked or had a coffee – remember to spit out any chewing gum well before you arrive.
- If you are prone to sweating, especially when nervous or in a hurry, make sure you wear deodorant and bring a handkerchief if necessary to wipe your brow.
- When offered a handshake, meet the pressure of the handshake that you receive (i.e. give the same firmness back), introduce yourself and smile.
- Try and sit up straight in your chair and avoid fidgeting.
- If you have problems fidgeting, try making a steeple with your hands (see right) – this will help you feel more in control.
- They will expect you to be nervous – it's ok. But do your best to be calm and confident - good body language is vital and showing you can perform under pressure will help your chances.
- Speak clearly and confidently. Don't race, take your time.
- Try and maintain a comfortable level of eye contact throughout.
- Avoid one word answers – but at the other end of the scale - avoid rambling too much.
- Don't rush to fill in silence. Think before you speak. Take a couple of seconds to consider the question before you reply.
- If asked about your weaknesses, explain how you are striving to improve in areas in which you feel you can develop.
- On the topic of weaknesses, don't be afraid to say that experience in the particular role is something that you don't presently have in abundance, but that you expect to pick up quickly should you get the role.
- When asked a question that asks you to describe your past behaviour (e.g. "Tell me about a time when..."), remember to answer by restating the **P**roblem you encountered, the **A**ction you took, and the **R**esult of your action. (**PAR**)
- Use practical examples to illustrate your skills and show how they suit the role and the company.
- Show enthusiasm for the role.
- Close the interview with a handshake and say "nice to meet you, thank you for your time" - make a positive final impression.

